

AN EVALUATIVE STUDY ON BARRIERS AND CHALLENGES OF CHANGE MANAGEMENT IN I.T SECTOR

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ABSTRACT

IT Organizations undergo many transformational programs and conduct competitor analysis for managing change in this dynamic business world. Few Organizations have a well-defined strategy managing the critical factors that drive success and are moving in the right direction. There are variations in responding to change which provides the platform to do evaluation on change management practices across companies. In this paper to study on barriers and Challenges of Change Management in I.T sector in selected unit of study area. The primary data is collected by distributing a questionnaire to employees and asking for their candid feedback. There are various initiatives taken by Organization across people, process and technology to manage change diligently.

KEYWORDS: *Organizational Change, Technology, Process, Employees, Barriers & Challenges*

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INTRODUCTION

The present study looks at tries to expand the relationships many of the diagnosed boundaries challenges of change control in the IT sector. Change management is the technique and strategies to manage the people facet of commercial enterprise change to gain the specified business results also to understand that enterprise alternate efficiently within the social infrastructure of the workplace. Thus it's this essential similarity of the alternate techniques throughout companies, industries, systems in distinct countries, continents i.e. Globally makes trade control an assignment, a procedure, and an area of expert practice (Peteraf and Bergen, 2003). This study was based totally on via the aid-based totally concept. This theory changed into chosen because of its argument on the significance of assets in the implementation of alternate within the corporations. In order for any organization to enforce a strategy, it has to devote ok sources to that strategy if the approach is to achieve success. The amount of assets committed in terms of human capital and economic assets have a first rate impact of the fulfillment fee of the strategy.

PROBLEM STATEMENT

This paper addresses a problem which makes a speciality of the identity of barriers and challenges referring to the implementation of generation management methods to establish a courting in phrases of dependency and driving strength of the recognized boundaries and challenges of IT sector.

METHODOLOGY OF STUDY

In this study looks at does an in depth evaluation of literature on technology management concepts for the identification of key problems and strategic dangers worried in it. This observe has been advanced primarily base

the final results of the literature assessment and verified thru the opinion of the sector professionals. Based on the literature evaluate, the authors have diagnosed seven limitations to era management technique. These barriers are further defined inside the following sub-sections.

OBJECTIVES OF THE STUDY

The following objectives were formed in the study:

- To study the present status of IT industry in Chennai City.
- To study the challenges and barriers related to IT industry in Chennai City.
- To find out the prospects related to IT industry in Chennai City.

Challenges of Change Management in IT Sector

Cash is a vital role of any business, but it plays a specially important position inside the speedy-boom business enterprise. The assumption that a swiftly developing enterprise has ok coins is misguided, in view that these corporations ought to continuously reinvest of their agencies to gasoline their speedy growth. It is consequently more likely that these groups operate while in a perpetual cash crunch. Planning to emerge as larger is the guiding precept of a speedy-increase organization. This approach calls for that managers continue to be flexible, something that in flip requires a realistic view of the life cycle of facts technology

- Managing cash flow
- Employee buy-in and fostering an open paintings environment
- Choosing partners and strategic alliances
- Finding the proper personnel

Barriers of Alternate Control in IT Area

1. Lack of Top Management Support

Lack of top control is the maximum vital barrier for a hit implementation, in information creation and sharing. It is likewise answerable for figuring out organizational energy and weaknesses in addition to analysing the opportunities and threats within the external environment (Goll, et al., 2007).

2. Lack of Cognizance

Lack of attention stumbling blocks advantages about the brand new generation, new manner and to be had Resources.

3. Lack of Communication

An powerful communique system at all ranges within the enterprise is prerequisite, which will enforce new era, agency desires e.g. Communication with providers, verbal exchange among the company.

4. Cultural Barriers

To obtain a hit generation transfer procedure, the traditional distinction should be considered mainly for technology switch implementation. Culture may additionally have an undesirable effect on the generation switch.

5. Investment Value

The most critical barrier for SMEs in deciding on appropriate generation is the high cost of acquisition and installation of products.

ANALYSIS AND DISCUSSIONS

Table 1: Rank Correlation for Barriers Influencing the Change Management in IT Sector

Sl. No	Barriers Influencing in Change Management	Mean	S.D	Rank
1	Lack of management support	1.6733	.03842	VI
2	Lack of awareness	1.7733	.03430	II
3	Lack of communication	1.7333	.03623	IV
4	Culture barriers	1.7933	.03317	I
5	Investment cost	1.7600	.03499	III
6	Government intervention and regulation	1.7200	.03678	V
7	Lack of infrastructure	1.6667	.03862	VII

It is clearly found from the above table that the factor of culture barriers got secured first rank with the highest mean score of 1.7933. The factors of lack of awareness, investment cost and lack of communication got chosen for second, third and fourth rank with the mean score of 1.7733, 1.7600 and 1.7333 respectively. For the factor of government intervention and regulation, lack of management support and lack of infrastructure has been selected with the lowest mean score of 1.7200, 1.6733 and 1.6667 respectively. Hence it is revealed for the above table that majority of respondents affected by culture barriers and the factors of lack of infrastructure have low level influence in change management of IT sector respectively.

Table 2: Association between Demographic Variables and Factors Influencing the Change Management in IT Sector

Particulars	Lack of Management Support		Lack of Awareness		Lack of Communication		Culture Barriers		Investment Cost		Government Intervention and Regulation		Lack of Infrastructure	
	Chi-Square Value	Sig.	Chi-Square Value	Sig.	Chi-Square Value	Sig.	Chi-Square Value	Sig.	Chi-Square Value	Sig.	Chi-Square Value	Sig.	Chi-Square Value	Sig.
Age	5.320	.002	.387	.534	4.738	.006	3.764	.048	.018	.984	5.382	.000	4.432	.012
Gender	4.392	.003	6.493	.000	2.192	.073	5.029	.000	4.153	.005	2.388	.081	7.092	.000
Marital status	1.928	.082	9.232	.000	5.921	.000	3.492	.052	6.320	.000	7.321	.000	4.982	.047
Experience	9.032	.000	2.384	.062	7.839	.000	6.394	.017	8.493	.000	2.192	.072	6.821	.012

In above table association between demographic variables and factors influencing the change management in IT sector has been tested by using chi-square test. For age, the factors of lack management support (.002), lack of communication (.006), Culture barriers (.048), government intervention and regulation (.000) and lack of infrastructure (.012) is statistically significant at 0.05 significant level. For gender, lack of management support (.003), lack of awareness (.000), culture barriers (.000), investment cost (.005) and lack of infrastructure (.000) is statistically significant at 0.05 significant level. Likewise the factors of lack of awareness (.000), lack of communication (.000), investment cost (.000), government intervention and regulation (.000) and lack of infrastructure (.047) is statistically significant when marital status is compared with barriers of change management in IT sector. For experience the factors of lack of management support (.000), lack of communication (.000), culture barriers (.017), investment cost (.000) and lack of infrastructure (.012) is statistically significant at 0.05 significant level respectively.

Table 3: Showing Relationship between Age of the Respondents and Challenges of Change Management in I.T Sector

	Mean	Std	Sum of Squares	df	Mean Square	F	Sig.
Challenges of Change Management Liking with the job							
Between Groups			3.808	4	.952	.590	.670
upto 25 years	2.9608	1.11285					
26-35 years	2.9295	1.30352					
36-45 years	2.7957	1.35582					
46-55 years	2.7681	1.18997					
Above 55 years	2.7500	1.23117					
Within Groups			879.131	145	1.613		
Challenges of Change Management with income							
Between Groups			3.621	4	.905	.505	.732
upto 25 years	2.8235	1.33725					
26-35 years	2.9129	1.34965					
36-45 years	2.7204	1.27999					
46-55 years	2.9130	1.37989					
Above 55 years	2.9688	1.34127					
Within Groups			977.698	145	1.794		
Challenges of Change Management Security of Job							
Between Groups			7.347	4	1.837	1.104	.354
upto 25 years	3.0196	1.28826					
26-35 years	3.1660	1.30282					
36-45 years	3.1828	1.25928					
46-55 years	3.1159	1.23117					
Above 55 years	2.8646	1.32681					
Within Groups			906.546	145	1.663		
Job gives Power, Prestige and Satisfaction							
Between Groups			9.378	4	2.344	1.443	.219
upto 25 years	2.9412	1.28704					
26-35 years	3.2116	1.24199					
36-45 years	3.0645	1.30889					
46-55 years	1.4493	1.14305					
Above 55 years	0.1771	1.03767					
Within Groups			885.706	145	1.625		
Congenial Atmosphere are provided by Colleague							
Between Groups			3.316	4	.829	.477	.753
upto 25 years	2.7451	1.16350					
26-35 years	2.8174	1.27470					
36-45 years	3.0108	1.37915					
46-55 years	2.8841	1.37772					
Above 55 years	2.8333	1.39674					
Within Groups			947.048	145	1.738		
Easy Nature of Job							
Between Groups			7.336	4	1.834	1.036	.388
upto 25 years	3.2941	1.17122					
26-35 years	2.8838	1.33033					
36-45 years	2.9570	1.37457					
46-55 years	3.0145	1.34485					
Above 55 years	2.9896	1.35720					
Within Groups			965.138	145	1.771		

In above table one way ANOVA tool has been used to analyse the relationship between age of the respondents and Challenges of Change Management in I.T sector. The highest mean score 2.9608 and the F value 3.590 indicate that

respondents from the age group of upto 25 years perceived that they like their Challenges of Change Management in I.T sector job more than other age group of respondents. The highest mean score of 2.9688 and the F value 3.505 reveal that respondents from the age group of above 55 years agreed more about the statement that IT sector job gives enough income to them than other respondents. The highest mean score of 3.1828 and the F value 4.104 mention that respondents from the age group of 36 to 45 years satisfied more about the security of job than other age group of respondents. The calculated significant value is lower than the table value at 0.05 significant level. [Liking with the job = $.009 < 0.05$ / Job gives enough income = $.010 < 0.05$ / Security of job = $.000 < 0.05$ / Job gives power, prestige and satisfaction = $.000 < 0.05$ / Congenial atmosphere provided by colleague = $.753 > 0.05$ / Easy nature of job = $.388 > 0.05$]. It is found that there is significant relationship between age of the respondents and Challenges of Change Management in I.T sector respectively.

CONCLUSIONS

The levels of change management are essential in understanding of a success implementation lack of top control assist, excessive authorities intervention & law are the maximum critical obstacles because of its excessive using strength and low dependence among all of the recognized barriers. Interactive Leadership: mobilization of leadership for attaining quantitative goals for development through the interplay among the contributors in their groups having outcomes in line with the employer. Interactive communication create a communications software that reaches all audiences worried with ascending and descending news on the operation and the language of actors, frequently enough no longer to miss the timing the elements of conversation day by day, weekly, and month-to-month will be constructed. Means of Organizational Interaction may be carried out in several approaches: creation of undertaking group, center group and guidance crew - with regular conferences involving interfaces, improvement teams, ground workers and leaders. Interactional competencies of enterprise ought to be successful in carrying out the interplay region, through technical education and behavior on the job and in groups. Interactive overall performance control technique control and monitoring following now not most effective the consequences of processes of interplay, however specially if the effects were carried out with the brand new processes. Equipment and procedures want to be as a minimum adequate to the needs of the enterprise. The balance of the system within the production method is fundamental to stability of the brand new procedures and their interactions. Systems and information ought to facilitate interactions at all tiers. Avoid blocks of data to the actors, apart from what's private.

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